

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

February 20, 2013

9:30 – 11:30 am

AGENDA

- | | | |
|----|---------------------------|-------------------|
| I | Welcome and Introductions | Bertrand Levesque |
| II | Review of the Minutes | Bertrand Levesque |

Quality Improvement

- | | | |
|-----|--|---------------------|
| I | Cultural Competency | Melody Taylor Stark |
| II | Office Medical Director - Peer Review | Melody Taylor Stark |
| | -Implementation Electronic Prescription | |
| | -Parameter for Co-Occurring Meds. | |
| | -Reporting Alleged Abuse | |
| III | Patient Right Office Report | Melody Taylor Stark |
| IV | QI Work Plan | Melody Taylor Stark |
| V | Survey Data distribution by Legal Entity | Melody Taylor Stark |

Quality Assurance Liaison Meeting

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|-----|---------------------------------|----------------|
| I | Basic Documentation Training | Gassia Ekizian |
| II | IBHIS | Gassia Ekizian |
| III | Senate Bill No 1407 | Gassia Ekizian |
| IV | Claiming Time | Gassia Ekizian |
| V | COS workgroup | Gassia Ekizian |
| VI | LPCC – Approved-County Material | Gassia Ekizian |

Other Issues

- | | | |
|-----|---|-------------------|
| I | Beneficiary Access Service Request Logs | Bertrand Levesque |
| II | Audit updates /Medical Records | Bertrand Levesque |
| III | Procedure Code Change Update | Bertrand Levesque |
| IV | DSM V and the ICD10 | Bertrand Levesque |
| IV | Announcement | Members |
| V | Sign-In Sheet Reminder | Bertrand Levesque |
| VI | Adjournment | Bertrand Levesque |

Meeting with Robin Washington for Chart Tagging

**Next Meeting: March 20, 2013 @Enki, 3208 Rosemead Blvd,
2nd Floor, El Monte, Ca. 91731**

PLEASE PARK AT THE LOWER LEVEL – PARKING LOT

COUNTY OF LOS ANGELES- DEPARTMENT OF MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
February 20, 2013

Misty Aronoff	ALMA	Melody Taylor Stark	Five Acres
Gloria Santos	Almansor MH	Gassia Ekizian	Foothill Family
Makan Emadi	Arcadia MH	Beth Foster	Hillsides
Lucia Lopez-Plunkett	Bienvenidos	Stella Tam	Heritage Clinic
Leslie Shrager	Children's Bureau	Lauren Strine	Homes for Life Found.
Hanh Truong	Crittenton	Poonam Natha	Leroy Haynes Center
Paula Randle	David & Margaret	Barbara Negron	Leroy Haynes Center
Bertrand Levesque	DMH	Joshua Epstein	Maryvale
Greg Tchakmakjian	DMH	Nicole Unrein	Pacific Clinics
Marc Borkheim	DMH	Claudia Williams	Prototypes I-Can
Elizabeth Townsend	DMH	Judy Law	PUSD
Manuel Robles	DMH	Rebecca deKeyser	San Gabriel Children
Nancy Uberto	D'Veal	Stephanie Sullivan	Social Model Recovery
Michelle Hernandez	ENKI	Stephanie Schneider	The Family Center
Windy Luna-Perez	Etti Lee Homes	Rocio Bedoy	Tri-City MH
Karen Sammon	Five Acres	Joe Bologna	Trinity

WELCOME

Bertrand Levesque welcomed the group followed by self-introductions. Reviewed on what agencies had charts pulled for State audit.

REVIEW OF THE MINUTES

The minutes were reviewed and accepted with no changes. The minutes were accepted by Rebecca de Keyser and seconded by Joshua Epstein.

QUALITY IMPROVMENT – Melody Taylor Stark

Cultural Competency

Meetings are 2nd Wednesday of each month
Next meeting March 13, 2013, 1:30 – 3:30
695 S. Vermont Avenue, 15th Floor Glass Conference Room
Contact: Sandra Chang-Ptasinski
(213) 251-6815
SChang@dmh.lacounty.gov

Along with nominating a new Committee Chair, Cultural Competency will continue discussion on the 4 main focus areas

1. Findings in the State Multicultural Services report on reducing disparities

2. Reduction in Criminality – better needs assessment to address reasons people end up in the justice system vs. the mental health system.
3. Trainings on Integration and Spirituality models
4. Maintain in column in DMH internal e-news Newsletter

OFFICE OF THE MEDICAL DIRECTOR -Peer Review

Psychiatric peer chart review will focus on consumers prescribed 5 or more psychotropic medications. Established pharmacology protocols are being applied. A report will be available next month.

Implementation Electronic Prescription

In Connection with the Integrated Behavioral Health Information System (IBHIS) implementation, prescription will begin to be entered directly by the prescriber into the IBHIS system. The IBHIS will replace the IS. The plan is to have the system in place by Fall 2013. The system will replace the PATS system. In the initial stages of the system, it will be for Directly Operated only. It's anticipated that information for Contract Providers who use PATS will be available next month.

Parameter for Co-Occurring Meds

Formulary has been updated. The revised parameters are being reviewed and should be posted on the website soon.

Reporting Alleged Abuse

An online Incident Report is being developed. Target start dates, details are forthcoming.

PATIENT RIGHTS REPORT

Patient Rights Report monitors beneficiary satisfaction. There are areas where statistics have increased and DMH is reviewing the reasons.

QI Work Plan

(Refer to hand out QI work Plan Implementation Status Report) **Report No. 12.III7.** Work plan goals are being revised. The format will provide more explanation on why being used and measured. Goals will be elaborated and after 3 month will be posted in the DMH website. Keep this updated at your agencies it must be part of documentation when audited.

Instructions for Downloading the February 2012 Survey Data:

Providers can download survey data for agency, outcomes and responses for agency.

Link:<http://egis3.lacounty.gov/public>

The first screen has fields for an Email address and Password. Enter the following into the fields then click, "Submit."

- Email address: SurveyData@dmh.lacounty.gov

- Password: dmhsurvey_9!

The second screen has fields titled Folder Name and File. Enter the following and click “Download.”

- Folder Name : Dmh_SurveyData
- File Name: Example: Legal Entity123 will enter LE00123.zip
The File Name will be the Legal Entity Number in a 5-digit sequence followed by .zip

A.zip file containing the data for all Reporting Units within the Legal Entity will download to your computer.

- The spreadsheet show the response for each survey that was submitted.
- The data corresponds to the ratings on the Survey form.

QUALITY ASSURANCE Liaison Meeting

Basic Documentation Training

The documentation training 2/25/2013 has been canceled.

Service Area 3 members voiced their concerns about the DMH documentation trainings. Bertrand will follow up and have a discussion them on this matter.

IBHIS

The following are updates; Practitioner Enrollment-If you want to complete a pilot you must participate in Practitioner Enrollment Process. E-mail went out to contracted pilot sites on process. Each clinic was asked to identify a person to be authorized person at a legal entity to update info. Staff cannot have two taxonomies in IBHIS with QA approval. The due date for information to be updated for both directly operated and contracted pilots is March 1, 2013. Contact Jennifer Hallman if questions arise.

Senate Bill No 1407 – Effective January 1, 2013

When child is removed from home, release is not valid if signed by parent or legal guardian of that home. For DO, it is best practice to document and ask if a child is involved with DCFS or been removed from the home. A bulleting will come out regarding this.

Claiming Time

QA Assurance Report for DO programs-QA has been asked to identify scenarios and situations that staff billed more time then hours worked. Reports show some reasons why this may happen such as assessments and rounding up time on services and staff working over time. If staff will be working overtime then that needs to be documented. Report is designated to be helpful to solve this issue.

COS workgroup

The form is currently being revised and audited. It is available in DMH website. More information will be provided after it gets revised.